



Grove House Infant and Nursery School

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Dear Parent/Carer

Coming soon: Online payments to school with ParentPay!

Starting from September 2019, we will be introducing a new payment system to pay for school meals and other school items online, using a secure service called ParentPay.

All primary parent/carer's will receive a unique ParentPay Account letter with activation details during July to register your child's new account. If you are an additional user who requires access to your child's account via a separate login account, please contact the school office.

ParentPay will be live from 25th July therefore upon our return to school in September; we will no longer be accepting any cash and cheque payments, making the school a cash-free environment. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores.

Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, or children at other ParentPay schools, you can create a single account login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away.

Paying cash via PayPoint

If you would prefer to make payments by cash, you can still register to ParentPay as PayPoint payments can be seen by logging into your ParentPay account and viewing your payment history online. To make cash payments, there are 6 PayPoint stores in the Dereham area and you can search for your nearest PayPoint store on the PayPoint website, www.paypoint.com, clicking Store Locator then entering your postcode.



Every trip or activity that you wish to purchase using cash at a PayPoint location, will require an individual student specific letter with a unique barcode linking your payment to your child. If you have registered with ParentPay, the letter will be emailed to you which you can choose to print or use the barcode on the letter to make payment at PayPoint via your mobile device. If you do not register, your child will receive a paper copy for any items that they are eligible for.

By registering, you can also receive free email alerts to stay informed of when your child will be attending any new trips, no more lost letters in the bottom of school bags!

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com. If you would like any support in registering for ParentPay, please contact the school office.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Charman', written in a cursive style.

Mrs S Charman
Executive Headteacher

ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*: the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay Limited, and its group companies, operate in full compliance with Data Protection Law; Including the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679.

The ParentPay Terms and Conditions include a Data Processing Agreement (DPA), compliant with the GDPR, which details both parties' obligations relating to Data Protection.

<https://www.parentpay.com/schools/school-terms-and-conditions/>

The ParentPay Privacy Notice, which is available to end users, provides further information on the processing activities undertaken by ParentPay.

<https://www.parentpay.com/privacy-policy/>

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

- **I do not have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work.

For more information please visit www.parentpay.com